



Purpose: It is the intention of this Administrative-Master Syllabus to provide a general description of the course, outline the required elements of the course and to lay the foundation for course assessment for the improvement of student learning, as specified by the faculty of Wharton County Junior College, regardless of who teaches the course, the timeframe by which it is instructed, or the instructional method by which the course is delivered. It is not intended to restrict the manner by which an individual faculty member teaches the course but to be an administrative tool to aid in the improvement of instruction.

Course Title – Implementing and Supporting Client Operating Systems

Course Prefix and Number – ITNW 1308

Department – Computer Science

Division – Technology & Business

Course Type: (check one)

- Academic General Education Course (from ACGM – but not in WCJC Core)
- Academic WCJC Core Course
- WECM course (This course is a Special Topics or Unique Needs Course: Y or N)

Semester Credit Hours #: Lecture Hours #: Lab/Other Hours #: 3:2:2

Equated Pay hours for course - 3

Course Catalog Description – The fundamentals of managing and configuring network clients.

Develop skills in management of clients as desktop operating systems.

Prerequisites/Co-requisites – ITSC 1305

List Lab/ Other Hours
Lab Hours 2
Clinical Hours 0
Practicum Hours 0
Other (list) 0

Prepared by: Donna Schilling

Date: 7/8/2015

Reviewed by Department Head: Donna Schilling

Date: 7/8/2015

Accuracy verified by Division Chair: David Kucera

Date: 8/12/15

Approved by Dean or Vice President of Instruction: Leigh Ann Collins

Date: 3-4-16



I. Topical Outline – Each offering of this course must include the following topics (be sure to include information regarding lab, practicum, clinical or other non-lecture instruction):

1. Assess requirements and install, configure, update and troubleshoot Windows Operating System software, application software, and security software.
2. Manage Windows File Systems and Storage.
3. Describe basic concepts and procedures for using System Utilities to configure, update, and manage the Operating System.
4. Identify the major components of Windows Operating System.
5. Utilize Performance Tuning.
6. Describe the procedures for printing and faxing.
7. Identify the Windows Operating System Fault Tolerance methodologies.
8. Identify the basic Windows Operating System Network Protocols.
9. Describe the basic concepts and procedures for using Internetworking with Remote Access.
10. Utilize procedures for creating and maintaining Users, Groups, Profiles, and Policies.
11. Identify procedures and demonstrate skills for Windows Operating System Security and Access Controls
12. Identify job certifications and associated skills.
13. Identify potential security hazards and investigate methods to diagnose, resolve, document and report security issues.

II. Course Learning Outcomes

Learning Outcomes	Methods of Assessment
<p>Upon successful completion of this course, students will:</p> <ul style="list-style-type: none"> • Install and configure network clients • Setup users, groups, policies, and profiles • Configure hardware components and applications • Setup and maintain a logon security and security for files and printers • Configure and optimize clients in multiple environments • Conduct patch management • Install and configure various network operating systems and services 	<p>All outcomes will be assessed by one or more of the following:</p> <p>Individual Projects Tests and Quizzes Lab Assignments Final Exam Skills Exam</p>

III. Required Text(s), Optional Text(s) and/or Materials to be Supplied by Student.

MCTS Microsoft Windows 7 Configuration Study Guide William Panek
ISBN: 978-0-470-56875-0

IV. Suggested Course Maximum – 14

V. List any specific spatial or physical requirements beyond a typical classroom required to teach the course.

- A personal computer for each student with minimum of 8 GBs of ram, dual or quad core processor, 1 TB hard drive, network card, monitor, DVD-RW drive
- Router, networking cables and testers for student use in classroom
- Networked Printer for student use
- Windows, Unix and Macintosh operating systems
- VM Workstation or personal computer with removable hard drive

VI. Course Requirements/Grading System – Describe any course specific requirements such as research papers or reading assignments and the generalized grading format for the course

Course Requirements

Final exam.....	20%
Labs.....	30-40%
Homework.....	0-10%
Tests.....	30-50%
	100%

Grading System –

100 -90	= A
89 – 80	= B
79 – 70	= C
69 – 60	= D
and below	= F

VII. Curriculum Checklist

- **Academic General Education Course** (from ACGM – but not in WCJC Core)
No additional documentation needed
- **Academic WCJC Core Course**
Attach the Core Curriculum Checklist, including the following:
 - Basic Intellectual Competencies
 - Perspectives
 - Exemplary Educational Objectives
- **WECM Courses**
If needed, revise the Program SCANS Matrix & Competencies Checklist.